

Dear FCC,

Like many other commenters, I depend upon home internet access. My employer requires that I carry a pager and, when oncall, can reach a keyboard quickly (some pager rotations allow at most 5 minutes to reach a keyboard and connect to work); if I did not have home internet access I could not live in my house and have the job that I do, one of those would need to change. We order diapers for the children, and many other products, over the internet saving us countless trips to the store and ensuring we get the best prices. We have no cable service, instead depending upon Netflix to meet our entertainment needs. We use the internet for banking, checking available funds, balancing our accounts, paying bills, etc. We are able to using video conferencing to communicate with family and allow our children to maintain a relationship with their grandparents who live far away; without the internet our children would have much weaker relationships with their grandparents and other extended family. It's funny, if you hand children a phone, they do not understand why they cannot see the people to whom they are speaking.

When we moved into our house in 2012, we looked for available internet options and discovered that Comcast was the only option (DSL was unavailable and there were no other providers). All we require is a connection to the internet; we use gmail for our e-mail needs, do not host any websites, and do not require cable or any other services from our ISP. We've even used DNS servers that were not owned by our ISP, instead opting to use freely available ones owned and maintained by a 3<sup>rd</sup> party. Our only requirement from an ISP is that they provide us with a fast and reliable connection to the internet. For 5 years, we've been forced to deal with Comcast who is apparently incapable of meeting this basic need. Comcast has been slow and unreliable with connections dropping out several times each night. For a long time Netflix barely worked in the evenings as Comcast refused to upgrade the connection; to me this was a failure of Comcast to honor their contract with us as they refused to provide advertised speeds to Netflix. Unfortunately, with no competitors and forced arbitration banning class action lawsuits I had no recourse to address this violation.

As of a month ago, Verizon FiOS became available in our neighborhood. While enthused to finally have a 2<sup>nd</sup> option (we immediately jumped ship), the competition is still dreadfully lacking. FiOS is still overpriced and underperforms compared to what is available in places with more vibrant competition, but at least it's moderately less terrible.

I am deeply dissatisfied with the lack of ISPs to choose from; either enough regulation should be enacted to ensure robust competition (local loop unbundling helped enormously with land lines and DSL) or the internet access needs to be provided by a utility.

Sincerely,

Michael Ashley-Rollman